
Help Desk Administrator Resume

Job Objective

Help Desk Administrator looking for position within your organization in order to enhance my skills.

Highlights of Qualifications:

- Remarkable experience in service desk management level
 - Huge knowledge of managing an IT service desk
 - Deep knowledge of working with IT service processes
 - Familiarity with infrastructure, network and desktop environments
 - Amazing ability to work with data
 - Superior written and verbal skills
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Professional Experience:

Help Desk Administrator
IntelliDyne, Gainesville, GA
November 2007 – Present

- Imparted end-user support.
- Aided users with basic questions.
- Maintained records resolution and user agreements.
- Formulated database of issues.
- Updated end user hardware and software.
- Managed end user computer equipment.

Help Desk Administrator
Merkle Inc, Gainesville, GA
December 2003 – October 2007

- Oversaw help desk ticket system.
 - Handled staff questions and emails.
 - Managed issues and coordinated with IT staff.
 - Corresponded with IT and business units.
 - Installed hardware and software systems.
 - Maintained documentation for help desk.
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Education:

Bachelor's Degree in Computer Science
Fox College, Oak Lawn, IL

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